



Discover  
something *new!*

## Job Description

<b>Title:</b>	Dispatch Administrator/Dispatch Assistant
<b>Type:</b>	Permanent, Full time
<b>Hours:</b>	42.5 hours per week including bank holidays
<b>Shift:</b>	Wednesday to Sunday 1.00pm – 10.00pm with 30-minute break <i>or</i> Friday to Tuesday 1.00pm – 10.00pm with 30-minute break
<b>Salary:</b>	£13.13 per hour
<b>Location:</b>	This role is 100% based at our new HQ in Snodland, Kent (not remote working)

### Who is Must Have Ideas?

Whilst still only young, we're one of the UK's fastest growing ecommerce brands, helping over 2 million customers 'discover something new' every year. One in ten homes in the UK now have one of our clever, problem-solving products and we're widely recognised as one of the leading ecommerce innovators of the past few years. Named by The Sunday Times as the 66th fastest growing company in 2024, we're a British success story and our incredible growth isn't stopping any time soon – and we'd love you to join us on this exciting journey!

### The Team

You'll be working with a group of great people who think independently but collaborate as a strong team to deliver exceptional results. Career progression? Absolutely - there are plenty of opportunities to grow and develop, as our rapid growth continues.

### We're fully office-based

We believe that we are at our best when we're together, and that's why our team fully works from our office from our swanky new offices in Snodland, near Maidstone. This facilitates easier collaboration, encourages conversations, and sparks creativity. And there's some pretty sweet incentives to coming to the office, too, including free breakfast every day!

### This Role

This is an excellent opportunity to join us on our fast-growth journey!

We're looking for an energetic, motivated person to join our fulfilment team.

Your responsibilities will include:

- Ensuring customer orders are dispatched correctly, on time and within targets set, using company processes and software
- Printing orders, using company software
- Ensuring all orders are packed efficiently and accurately
- Assisting with training new staff
- Replenishing stock
- Maintaining a spotless working environment with full compliance to relevant H&S requirements.

- Taking part in monthly stocktakes

You'll excel in this role if you have the following skills and experience:

- Warehouse and/or dispatch experience 2 years
- Good IT skills (Microsoft, Outlook)
- Able to work well independently and as part of a team
- A fast-paced environment
- Organised and logical person with good time-management
- Numeracy and Accuracy
- Taking directions from Dispatch Team Leaders and senior staff
- Following Health & Safety policies and company procedures

### **What's it like to work here?**

We know that our people are key to our success. That's why we strive to make MHI a great place to work – just ask our team. It's a friendly, welcoming and fun environment here. We've worked hard to create an amazing experience for our people because we know that workplace happiness goes way beyond just your salary. We're proud to offer one of the best packages of team perks in the area, including:

- Free breakfast every morning
- Minimum of 25 days holiday per year as standard (plus more the longer you stay)
- Flexible hours
- Your birthday off work
- Free EV charging
- Free car washing
- Regular team and charity fundraising events
- Free products from our range
- Generous staff discount
- Company pension
- Casual dress code
- Free and unlimited sweets, cold & hot drinks

### **What happens next?**

If we think you could be a good fit, we may ask you to complete a small task to show us your skills. If all goes well, you'll be invited to come and see our new state-of-the-art facilities and for a more in-depth conversation.

This is an excellent opportunity to join us while the company is still young and to be part of our high-growth journey, with all of the opportunities that brings.

Must Have Ideas Ltd is an equal opportunities employer and we're working hard to build a diverse and inclusive workforce.